



Since the launch of the new State of Michigan website – Michigan.gov – on July 10, the site has received several awards and commendations. It has also been discussed at many national conferences including the World Leadership Forum in New York on September 20, when Governor Engler formally presented the site to leaders from around the globe.

Meanwhile, e-Michigan has worked with agencies to continue to enhance Michigan.gov. A November 13 press release announced additions to the site such as the pilot e-Store for the Department of Natural Resources and the creation of the new CEPI, e-Michigan and Lottery websites (Michigan.gov/CEPI, Michigan.gov/e-michigan and Michigan.gov/Lottery) using Vignette content management and the Michigan.gov look-and-feel standards. The pilot e-store will demonstrate the functionality of the future e-Mall that will consist of online stores for all agencies who provide free or for-fee products that can be ordered by customers.

Additional press releases in late November and throughout December will announce over 20 new services being launched for different target audiences: Businesses, Consumers, Health Services Professionals and Recipients, Educators, Parents and Students.

This e-Michigan Global Update describes these and other current activities underway at e-Michigan. Specifically, it highlights the following areas:

- Michigan.gov in the News
- e-Government Leadership Summit in November
- Agency Website Migration to Vignette
- Other Recent Accomplishments
- Recent Events
- Upcoming Events
- How to Unsubscribe for these Updates

## **Michigan.gov in the News**

There has been considerable interest in Michigan.gov in the period since the portal was launched in July. The site has seen a dramatic increase in customer usage, with site visits nearly doubling (10,000 visits a day, compared to 4,000 visits per day previously) and pages viewed quadrupling (35,000 page views per day, compared to 9,000 previously).

Additionally, press coverage has been continuous and positive with more than 25 in-depth articles appearing in State and national publications and websites (visit the e-Michigan Office News & Events Page). Articles have appeared in Michigan in Crains Detroit.com, Detroit Free Press, Detroit News, and most major daily newspapers. At the

national level, articles have appeared in *Governing*, *Government Technology*, *Washington Technology*, and many other locations.

In the broadcast area, Stephanie Comai and Peyman Zand have been guests on numerous information technology-oriented talk shows on WJR in Detroit, WEMU at Eastern Michigan University, the Michigan Talk Radio Network, and the Small Business Association Spotlight. In addition, MDOT has interviewed Stephanie for the MDOT Today cable show.

The e-Michigan Office has been proactive in preparing and submitting articles in recent weeks for targeted business and education publications. These include magazines published by *Detroit Renaissance* and the Michigan Chamber of Commerce.

### ***Michigan.gov Among Best Government Websites***

On September 6, Governor John Engler announced that Michigan.gov was selected as one of the 10 best sites in the U.S. for providing citizens and businesses with online government services and information. Michigan earned its high ranking in a nationwide competition that drew a record 400 state and local government website entries. The contest, Best of the Web 2001, was conducted by the Center for Digital Government and *Government Technology* magazine. More information is available on the Internet at <http://www.centerdigitalgov.com/>.

### ***State Portal Ranked #2 in U.S. in Brown University Survey***

On September 10, Governor Engler, speaking at the Detroit Economic Club, announced that Michigan.gov has achieved a prestigious #2 national ranking in the United States in a survey of state websites conducted by Brown University. Darrell West, professor of political science and director of Brown University's Taubman Center for Public Policy and American Institutions conducted the study. The survey evaluated more than 24 portal features, including personalization, searchable databases, and the number and type of online services. A year ago, Michigan's website was ranked #14 nationally in the Brown survey. For more information, see <http://www.insidepolitics.org/egovt01us.html>.

### ***Michigan.gov as Site of the Month***

In September, Michigan.gov was featured as the Govspot.com State Site of the Month. In November, Michigan.gov is being recognized as the Site of the Month for the Great Lakes Information Network (GLIN), joining Illinois and Wisconsin as previous winners.

## **State of Michigan e-Government Leadership Summit on November 29**

Governor John Engler will be bringing together the State's business and technology leaders for the first time, as a statewide group, at the State of Michigan e-Government Leadership Summit on November 29, 2001. The Summit is being planned as a half-day of presentations, capped by a lunch/panel discussion with Governor Engler. The purpose of the Summit is to help all agency leaders understand the current status and future direction of e-government in the State of Michigan. Session topics will include an e-Michigan update, an overview of business process reengineering and performance

measurement activities related to current e-government initiatives, and agency-led case examples of some of the technology solutions being applied to business problems. Invited participants will receive invitations from Governor Engler soon.

## **Agency Website Migration to Vignette**

The e-Michigan Office Content Development Center of Excellence (COE) analyzed approximately 175 URLs that had been previously identified as independent State sites. Characteristics that were assessed included size (depth/breadth of content), content taxonomy, development languages, site traffic levels, branding, degree of site interactivity, use of framers, use of JavaScript or “pop ups,” and fit with current Vignette templates and State approach to site organization and design.

Based on this initial screening, e-Michigan Office staff estimates that the “Michigan.gov network” will include approximately 50 independent websites. All agency/department sites, at the highest level, will be migrated and no currently available services will be compromised.

Individual agency migration meetings have been completed and specific agency migration kick-off meetings are underway. Three Internet Agency Migration Agreement & Requirements documents were completed and signed by e-Michigan, Lottery, and the Center for Educational Performance and Information. These will be the first sites to be migrated, which will occur in early November.

By the end of the year, the following sites are also expected to be migrated. For more information about your agency’s migration, contact your agency CIO.

- Agriculture
- Career Development
- Corrections
- Education
- Environmental Quality
- Gaming Control Board
- Military Affairs
- State Police
- Treasury
- Unemployment Agency
- MSHDA

## **Other Recent Accomplishments**

### ***Lieutenant Governor Announced New Website Domestic Violence Directory***

On July 31, 2001, Lieutenant Governor Dick Posthumus announced the launch of the new website directory for domestic violence services around the State. The directory lists domestic violence shelters and services across the State. The Domestic Violence

Resource Directory can be accessed through the Lieutenant Governor's Web Page at [www.michigan.gov/emi](http://www.michigan.gov/emi).

***Awareness Information Being Provided to State Employees***

Several projects are underway that are intended to enhance citizen and State employee awareness of Michigan.gov. A payroll insert on September 27 was received by 65,000 State employees with their Statement of Earnings and Deductions. Additionally, informational posters have been distributed to all agencies for placement in State offices and visitor walk-in areas. Finally, Michigan.gov billboards will be placed in Ann Arbor, Kalamazoo, Battle Creek and Grand Rapids throughout the month of November.

***Office of Financial and Insurance Services Adds License Look-up Information***

On October 12, 2001, the Michigan Office of Financial and Insurance Services (OFIS) announced that look up features for mortgage, credit card, personal loan, and sale of check issuers, were now available through Michigan.gov. For details, go to [http://www.michigan.gov/eMI/CDA/eMI\\_CDA\\_Frame/1,1307,,00.html?frameURL=http://www.cis.state.mi.us/ofis/](http://www.michigan.gov/eMI/CDA/eMI_CDA_Frame/1,1307,,00.html?frameURL=http://www.cis.state.mi.us/ofis/).

These new features are additions to the business and industry-related services already available through Michigan.gov, which include consumer finance licensee, mortgage company, health services, teacher and commercial services look-ups. Each look-up can be located from the Michigan.gov Home Page by clicking the Licensing, Certification and Permit button, then Business & Industry. By the end of the year, pilot online license renewals will be available for some of the health services professions.

**Recent Events:**

***October 25, 2001, WebNet 2001 Conference***

Dan Lohrmann, e-Michigan Chief Technology Executive, presented an e-Michigan white paper at the annual WebNet 2001 Conference, in Orlando, Florida. Technology leaders and scholars from around the world attended the conference. Dan's paper was entitled, "The Michigan.gov Story: Reinventing State Government Online." His presentation is located under Events on the new e-Michigan site that will go live in early November: <http://Michigan.gov/e-michigan>.

***October 18, 2001, e-Michigan Leadership Committee***

Stephanie Comai, e-Michigan Director, provided updates on usage rates, awards and recognition for Michigan.gov, other recent e-Michigan accomplishments, and upcoming events and activities.

***October 18, 2001, Webmaster Meeting***

Ric Tombelli, e-Michigan Webmaster, briefed agency webmaster liaisons on the status of agency site migration and the specific services that will be launched as part of Portal Release 2 in early November.

***October 16, 2001, Project Management Institute (PMI), Michigan Capitol Chapter Conference***

Dan Helfrich of Deloitte Consulting, e-Michigan's Portal Implementation Lead, provided an overview of the Michigan.gov implementation process at the PMI conference, "Sharpening Your Skills for Project Success."

***October 15, 2001, Government in Technology Week Conference***

Peyman Zand, e-Michigan Deputy Director, Wendy Grimshaw, Senior Manager for Deloitte Consulting, and Bill Thomas, Director for Deloitte Consulting, presented to the Government in Technology Week Conference in Ottawa, Ontario, Canada. Their presentation, "Transforming Service Through e-Government: e-Michigan Case Study," addressed an overview of e-Michigan and Michigan.gov and key lessons learned from e-Michigan and the industry. Technology in Government Week is Canada's premier annual technology conference, drawing participants from federal, provincial, municipal, and regional levels of government.

***October 12, 2001, Management Information Systems Association (MISA)***

Ric Tombelli, e-Michigan Webmaster, met with the Management Information Systems Association (MISA) to discuss distinctions between Michigan.gov and e-Michigan, features of Michigan.gov, progress since Michigan.gov's July 10 launch, Portal Release 2, operations through May 2002, and technologies behind Michigan.gov. MISA is an organization of information management professionals employed by the State of Michigan.

***October 8, 2001, Michigan Association of Government Computer Users (MAGCU)***

Peyman Zand, e-Michigan Deputy Director, represented the State of Michigan at the annual meeting of MAGCU. The membership of MAGCU includes representatives of local units of government of the State of Michigan who use - or are interested in using - computers in their work. Peyman discussed the features of Michigan.gov and described in detail how the portal was created. He also highlighted results to date, the strategy for continuous improvement, lessons learned, and implications for MAGCU members.

***October 5, 2001, Visit by Public Official from Romania***

Dan Lohrmann, e-Michigan Chief Technology Executive, presented an e-Michigan overview for Anne Marie Stefan, Senior Analyst, Romanian Ministry of Public Finance.

***September 21, 2001, Visit by Russian Governor Konstantin Titov***

Stephanie Comai briefed Governor Konstantin Titov and distinguished guests from the Samara Region of Russia on Michigan's vision for e-government. Stephanie also provided an overview of e-Michigan, the development of the State's new portal, the status of Michigan.gov projects, and lessons learned.

***September 20, 2001, World Leadership Conference***

Governor John Engler, accompanied by Stephanie Comai, presented an overview of Michigan's e-government initiatives at the conference, which was sponsored by the Foreign Policy Association and held in New York City. The Governor discussed his

vision for e-government and the key benefits of e-government for citizen customers and for State agencies. The Governor also demonstrated several features of Michigan.gov online.

## **Upcoming Events**

### ***November 15, 2001, Webmaster Meeting***

Ric Tombelli, e-Michigan Webmaster, will provide an update to agency Webmaster Liaisons including the status of agency migration.

### ***November 19, 2001, IMPACT Meeting***

Dan Lohrmann, e-Michigan Chief Technology Executive, will provide an e-Michigan update including the status of agency migration and new portal features.

### ***November 20, 2001, Lansing TechConnect Meeting***

Peyman Zand, e-Michigan Deputy Director, is scheduled to address the Lansing Regional Chamber of Commerce's TechConnect Meeting. Lansing TechConnect is a mid-Michigan group that works in collaboration with the public and private sectors to provide economic, educational, and professional opportunities and information benefiting regional employers, employees, and students.

### ***November 29, 2001, State of Michigan e-Government Leadership Summit***

Governor John Engler will be meeting with the State's business and technology leaders for the first time, as a statewide group, at the State of Michigan e-Government Leadership Summit. Details are noted earlier in this report.

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